



Government of the Republic of Trinidad and Tobago
MINISTRY OF FINANCE

For immediate release

Friday 30th October, 2020

MEDIA RELEASE

e-Tax Services are available to Taxpayers

The Board of Inland Revenue (BIR) has taken note of reports circulating in the public domain regarding interruptions in accessing the Inland Revenue Division's (IRD) e-Tax Service.

The BIR wishes to advise that e-Tax services have been consistently and reliably available to taxpayers with the exception of a scheduled maintenance, during the period Friday, October 16th, 2020 at 4:30 p.m. to Sunday, October 18th at 4:00 p.m.

It is important to note that the IRD offers two (2) ways in which taxpayers may file returns:

- 1. Logged in service for taxpayers with ttconnect IDs;*
- 2. Non-logged in service for all taxpayers, especially those without ttconnect IDs. This option was introduced at the beginning of March 2020.*

All taxpayers are able to use the non-logged in option to prepare and submit returns, and have been able to do so since March 2020. Due to an issue emanating from ttconnect, taxpayers with ttconnect IDs have been unable to log in to the e-Tax platform to file returns. However, this issue has since been resolved.

As at October 27th 2020, approximately 100,000 corporation tax and individual tax returns have been filed utilising the e-Tax platform.

Taxpayers are further advised that IRD's Call Centre Agents will be available to provide support on Saturday 31st October, 2020 and Sunday, 1st November, 2020, during the hours of 8:00 a.m. to 4:00 p.m. This is to assist taxpayers with meeting the return filing deadline of Monday, November 2nd, 2020.

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